

TERMS & CONDITIONS

Please read these Terms & Conditions carefully. By making payment, you confirm acceptance of the terms outlined below.

1. Payments & Booking Confirmation

- Bookings under £100 must be paid in full at the time of booking.
- Bookings over £100 require a 50% non-refundable deposit at the time of booking.
- No booking is confirmed without receipt of the required payment.
- Remaining balances are due no later than 7 days prior to the event date.
- Approved corporate clients may be offered 30-day payment terms subject to prior written agreement however these still require 50% deposit.

2. Late Payments

Any overdue balance will incur a late payment fee of £12 per day, applied from the day following the payment due date. Late payment fees will continue to accrue until full payment has been received. Pretty Parcels Events reserves the right to withhold delivery, set-up or collection until payment is settled.

3. Cancellations, Refunds & Credit Notes

All payments are strictly non-refundable. Cancellations made with a minimum of 14 days' notice may be exchanged for a credit note valid for 6 months, unless items have been bespoke, personalised or custom-made. No credit note will be issued for cancellations made with less than 14 days' notice.

Pretty Parcels Events reserves the right to retain payments to cover costs already incurred, including materials, labour, logistics and supplier commitments.

4. Delivery, Access & Collection

- Delivery fees are charged based on location and confirmed at the time of booking.
- Delivery fees may include parking charges, congestion charges or venue access fees where applicable.
- Clear and safe access must be available at the agreed delivery and collection times.
- Failure to provide access at the agreed times may result in additional charges, including waiting time or re-attendance fees.

5. Balloon Care, Safety & Child Responsibility

- Balloons can present a choking hazard and must not be left unattended around children at any time.
- Adult supervision is required whenever children are present near balloon displays or props.
- Broken or deflated balloons must be disposed of immediately and responsibly.
- Helium is not to be inhaled or ingested under any circumstances. Pretty Parcels Events accepts no liability for misuse.
- Balloons are sensitive to temperature and environmental conditions; we cannot be held responsible for popping, deflation or damage once installed.

6. Props, Damage & Responsibility

All props, backdrops, structures, florals and styling items remain the property of Pretty Parcels Events at all times. Items are provided on a hire-only basis and must not be moved, altered or removed without prior agreement. Any damaged, lost or stolen items while in the client's care will be invoiced accordingly. The client accepts full responsibility for all hired items until collected by Pretty Parcels Events.

7. Delays, Force Majeure & Completion of Services

- Pretty Parcels Events shall not be held liable for delays caused by circumstances beyond our reasonable control, including but not limited to vehicle breakdowns, traffic incidents, accidents, adverse weather, supplier delays or venue access issues.
- In the event of a delay, we will make all reasonable efforts to keep the client informed and to complete the agreed services as soon as reasonably possible.
- Where services are delivered and the event proceeds, this shall be deemed full performance of the contract.
- No refunds, part-refunds or fee reductions will be issued once services have been delivered or the event has taken place, regardless of any delays outside of our control.
- Any goodwill gestures or discretionary reductions are offered strictly at the sole discretion of Pretty Parcels Events and do not constitute an entitlement.

8. Agreement

By making payment, you confirm that you have read, understood and agreed to these Terms & Conditions.

THANK YOU FOR CHOOSING PRETTY PARCEL EVENTS. EVERY BOOKING MEANS SO MUCH TO US AND IS TRULY APPRECIATED. WE TAKE GREAT PRIDE IN BRINGING YOUR VISION TO LIFE AND BEING PART OF YOUR SPECIAL MOMENTS. PLEASE REMEMBER TO CAPTURE AND ENJOY EVERY DETAIL OF YOUR EVENT AND DON'T FORGET TO TAG AND SHARE YOUR MEMORIES WITH US, AS WE ABSOLUTELY LOVE SEEING OUR DESIGNS CELEBRATED.

PRETTY
PARCEL
EVENTS.